

healthwatch
Salford

Abbeydale Nursing Home

Enter and view November 2022 (Updated August 2023)



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To request this report in an alternative format, please contact us by one of the ways below:

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Introduction

Healthwatch Salford is your health and social care champion. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Salford and beyond.

Healthwatch Salford have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012. One of these statutory powers is to undertake Enter and View visits of publicly funded adult Health or Social Care premises.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits are undertaken when Healthwatch Salford wants to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services, obtain the views of the people using those services and make recommendations where there are areas for improvement.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Salford also produces reports about services visited and makes recommendations for action where there are areas for improvement.

Information gathered and reported on is referenced against information from health and social care providers, commissioners as well as national and local research sources.

Healthwatch Salford Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Salford safeguarding policies.

Further information about Enter and View is available at:

<https://healthwatchsalford.co.uk>

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 is also available to view at

http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf.

Acknowledgments

Healthwatch Salford would like to thank the Abbeydale Nursing Home staff team, residents and visitors for their contribution to the Enter and View visit.

Disclaimer

Please note that this report relates to findings on the specific date set above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

Visit details

Service provider	Abbeydale Nursing Home
Service address	11 The Polygon, Eccles, Salford, M30 0DS
Date and time of visit	Thursday 3 rd November 10.00am – 1.30pm
Authorised Representatives	Scarlett Ash (Lead) & Alison Macleod
Healthwatch Salford	The Old Town Hall, 5 Irwell Place, Eccles, M30 0FN Email: Info@healthwatchsalford.co.uk

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About the home

Group/Owner	Innovation Healthcare Ltd
Person in charge	Rachel Lee (Manager)
Type of Service	Care Home with nursing - privately owned Registered for a maximum of 24 Service Users
Registered Care Categories	<ul style="list-style-type: none">• Old age <i>(Registered with regulator 'Care Quality Commission (CQC)' to provide this category of care)</i>
Specialist Care Categories	<ul style="list-style-type: none">• Not applicable
Other Care Provided	<ul style="list-style-type: none">• Day care• Own GP if required
Local Authority	Salford City Council
Admission Information	Ages 65+
Room Information	<ul style="list-style-type: none">• Single Rooms 24 (including 2 rooms with ensuite WC)
Facilities and services	Close to local shops, gardens for residents, lift, near public transport, own furniture if required, phone point in own room/mobile, television point in own room, wheelchair access

Information taken from carehome.co.uk December 2022

Latest Care Quality Commission (CQC) report on Abbeydale Nursing Home:

Good: <https://www.cqc.org.uk/location/1-364877457>

Purpose and strategic drivers

Purpose

To engage with residents of care homes and understand how dignity is being respected in a care home environment.

- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings and to experience the care home using the 3 primary senses of sight, sound and smell.
- Capture the experience of residents and relatives and any ideas they may have for change.
- We asked questions around 8 'care home quality indicators,' produced by Independent Age in partnership with Healthwatch Camden. (2016)

Surveys and questions are based on '8 care home quality indicators'.

A good care home should:

1. Have strong, visible management
2. Have staff with the time and skills to do their jobs
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

Strategic drivers

Following the Healthwatch Salford Annual Priorities Survey in January 2022 we received feedback that the public wanted us to look at adult social care. This was developed at the Business planning session into a project looking at the

public's experience of using care homes which was scheduled for October to December 2022.

Methodology

This was an announced Enter and View visit. On first arriving for the visit, we approached a member of management before we spoke to anyone in the care home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

During the time of our visit, there were 20 residents living at the home. Authorised representatives conducted interviews with 4 members of staff at the care home, plus the Manager. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored. Authorised representatives also approached 5 residents and 2 visitors to ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services.

A proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

Summary of key findings

Abbeydale Nursing Home is based in the Eccles area of Salford. It is a small home where staff know the residents by name; there is a homely atmosphere with some residents making use of the communal areas.

The home offers activities to the residents, but staff would like to improve the range on offer. Some residents would like more say in what they do, such as the opportunity to go outside of the home.

Residents have a choice of what they eat at mealtimes every day in the home and refreshments are available throughout the day. They are generally satisfied with the food offered at Abbeydale.

There is a good culture of respecting residents' wishes at Abbeydale. The residents had positive comments to make about the staff at Abbeydale, with some residents telling us that staff have time to stop and chat during their shift.

Residents know they can speak to staff to raise a complaint, but processes could be clearer for residents and visitors alike, with more encouragement for residents to share their suggestions and ideas for life in the home.

Health professionals visit the home when required to check the residents, with regular visits from chiropodists.

Staff had positive things to say about their experience in the home, namely how colleagues respect one another and that they can approach the manager with any concerns.

Results of visit

2 Enter and View authorised representatives visited Abbeydale Nursing Home, and were able to talk to the manager, 4 members of staff and 7 residents/relatives.

What the residents and relatives had to say

Activities

Residents and visitors told us about activities provided at Abbeydale Nursing Home like the armchair exercises that take place on a Wednesday and the hairdresser who visits. The majority of residents we talked to prefer to stay in their bedrooms during the day, but residents did tell us about a party the home had for the Queen's Jubilee earlier this year. Staff have previously brought pets in the home for the residents to see, although a resident told us on one occasion that they were uncomfortable with this. We asked if residents were given the opportunity to suggest new activities, which prompted one resident to share that they are not asked about what TV programmes they would like to watch in the lounge. One resident said that they used to enjoy gardening before they came to the home and cannot do this anymore. When we asked if the residents go on trips outside, some said they would like the opportunity, like going to the shops, whereas one told us they do not want to go out.

Food and mealtimes

Generally, the residents we interviewed were satisfied with the times meals are served in the home and are able to have refreshments in between mealtimes. There were mixed comments in relation to the food itself. Some residents remarked that it is 'very good', whereas one resident commented that they were not keen on the food, but happy with the choice of cereal for breakfast. The majority of residents told us they enjoy mealtimes. We were also told that Abbeydale Nursing Home has a food hygiene rating of 3, which means 'generally satisfactory'.

Healthcare

We asked residents and visitors if particular health professionals had been to visit them in the home. A chiropodist had been recently to look at residents' feet and residents felt they came regularly. Some residents we talked to had seen an optician and an audiologist since being in the home but not everyone reported this – one resident said they would like a hearing aid. No residents or visitors said they had seen a dentist in the home recently.

Religion, cultural and lifestyle needs

The residents we spoke to on the visit did not have any religious, cultural or lifestyle needs for the home to take into consideration. One resident responded 'no' to the question we asked on this topic, but did not expand on their reasons for feeling like the home did not respect these needs.

Staff and management

Residents reported that they know who the manager is at the home and had positive things to say about her, including a comment that she was very good at paperwork and had been around at Abbeydale longer than the owners. Speaking about the staff generally, one resident said they are good and another said 'I'm very very very well looked after – the staff to me are my family'. Three residents said they felt staff had time to stop and chat to them whilst working; one resident disagreed, saying they had not really got to know all of the staff, and one resident preferred not to comment on this.

The home

Comments varied when residents were asked if they felt at home in Abbeydale, with one describing it as 'very flexible'. Most residents did not have anything to say when we asked if there is anything they would change about the home – one person did bring up the suggestion of being able to go out shopping and another brought up an issue with their bed. Since the COVID-19 pandemic, the home has had to change their approach to visiting arrangements. We were told that these new arrangements are 'hard' when it is not always possible for residents to see visitors when they want. However, the visitor we met said they did feel like a

welcome participant in the life of the home. They told us they can give their feedback verbally and felt confident that any complaints would be taken seriously; they were not so sure how they would go about making a complaint if this was required and would look at the website. The majority of residents told us they knew to speak to the manager if they wanted to make a complaint themselves. Most of the people we talked to on the visit were happy with the COVID-19 measures in place at the home. There was a suggestion for staff and visitors to wear face shields to help residents who are deaf or have difficulty hearing, as well as more hand sanitisers and an obligation for visitors to test for COVID-19 before they enter. We received positive comments about the security measures in the home.

What the staff had to say

Activities

Staff told us that residents have the opportunity to get involved in arts and crafts; fortnightly, the residents are visited by a hairdresser and a singer. A qualified personal trainer leads the armchair exercises on Wednesdays. A member of staff who works primarily in the laundry occasionally continues her shift to run activities like bingo, hoop-throwing and other games with the residents. Staff reported that residents enjoy the 'banter', but acknowledged that activities is an area that they would like to improve on. One staff member was unsure whether residents had the opportunity to suggest new activities, but staff told us that they try and learn about residents' interests when they first arrive and tailor activities to suit them. The manager spoke of a person-centred approach to encouraging residents to take part in activities, saying that residents who need extra support are prompted to watch activities first and take small steps towards participating themselves.

Food and mealtimes

We met the chef on our visit who explained that they go round the home and ask the residents what they would like to eat that day. There is a menu, which the manager told us is in the process of being updated, and staff try to provide items that residents request like specific breakfast cereals. The care staff support residents who require help with eating; they told us they learn residents' needs from care plans. Snacks and drinks are available throughout the day and staff told us that they anticipate when residents would like this, if the resident is not able to

tell staff themselves that they want some refreshments. Staff encourage residents to sit in the dining area and they put music on in the background to make mealtimes sociable.

Healthcare

Staff explained that health professionals come into the home to check the residents on an individual basis. Residents have access to chiropody every six weeks; a private chiropodist comes in for those who do not access this service on the NHS. Responses differed when we asked how regularly a dentist visits the home: one staff member said every 3-6 months, whereas another said the dentist visits annually unless there are specific concerns about an individual. The manager told us that they try to be flexible - some residents are uncooperative with health services so they accept whatever works for residents that day. Staff try to encourage residents, but if they have capacity to decide for themselves, the staff respect their wishes. We were given one example where a resident always refused the flu jab when they had capacity; since their cognitive ability has deteriorated, their relative has maintained their parent's wishes to decline the flu jab. Staff can refer residents to audiology or have a chat with the resident's family if they need to start using this service.

Religion, cultural and lifestyle needs

Staff told us that before the COVID-19 pandemic, figures from the church would come and visit the home, but this has not happened since. The manager of the home told us about a resident of the Jewish faith; they no longer have capacity themselves to communicate their wishes, but staff were able to listen to the resident's spouse who told the home they prefer a vegetarian diet so they can be sure the food they are eating is kosher. The manager said 'families are in a better position to tell you, they know what choices they'd make if they could tell you'. The manager went on to say that there was a time where this resident was ill and they sought advice from the family and from professionals working in palliative care on how to sensitively manage end-of-life care for someone of the Jewish faith.

Care for the resident

Of the four staff members we spoke to, two were in roles relating to care for the resident. One staff member told us they did feel they had enough time to care for the residents, whereas another member of staff told us it differs day-to-day. Staff explained that residents each have a care plan that are kept in the office, which they are able to read before the resident's arrival in the home. Staff also speak to the resident themselves and their family to get to know them. Staff update care plans as time goes on and residents' needs change, referring residents for assessments with occupational therapy for example if they require this.

How the home is run

The staff we interviewed felt that they are supported by the manager of the home; one staff member told us that whilst the home has busy days, it runs well. Another member of staff was complimentary about the owner, saying they listen when the staff member has asked for or suggested things in the past. A number of staff members mentioned that they feel respected by their colleagues; one told us the team is 'like a family' and that the home is 'not institutionalised'. Another told us that they love working at the home. Staff can access training and are able to take on new roles if they would like to shadow an experienced member of the team.

Environment and observations

Abbeydale Nursing Home is situated on a residential road in Eccles. With capacity for 24 residents, it is a small home; the majority of rooms are single occupancy and there are shared bathroom facilities in the home.

The exterior at the front of the building is leafy and well maintained, providing a nice view for residents in the lounge, dining room and bedrooms. There is a porch area where visitors can sign in, take a seat while they wait, and take a face covering to wear before they are given access to the home through the main door, which is locked.

From the entrance, there is a corridor that leads to two lounges, one that adjoins to a dining area for the residents. There is a rear lounge further down the corridor

which the home utilise for storage, as well as a space for residents and staff to meet with visitors privately.

There are two floors in the home and residents can use a lift to access the second floor. The décor of the home was appropriate and homely, with photos displayed of the Queen's Jubilee party that took place at Abbeydale. Some of the doors to residents' rooms had their photograph on the door to help orientate residents. We were shown the back garden of the home; there is a ramp down to the grassed area, which has a lot of space for summertime activities.

We observed a resident heading out of the home to go shopping with a relative; a member of staff noticed that the resident did not have their own coat on as they were leaving the home, so the staff member gave their coat to the resident so they would not be cold.

The fire alarm sounded during our visit. Some staff assembled towards the entrance of the home and the manager checked the box that displays the location of the alarm that was triggered. There was some maintenance work taking place on this day and the manager quickly ascertained that the alarm had been triggered by the maintenance work, so there was no need to evacuate anyone.

The Enter and View team were invited to sample the apple pie dessert that residents were offered after their lunch. It was made in the home's kitchen and the team found it to be tasty and a good portion size.

Staff appeared to knock on the doors of residents before entering their rooms. We observed staff showing empathy towards residents: as we were given a tour of the home, staff stopped to comfort a resident when they were upset. Many staff used the names of residents when interacting with them.

Recommendations and responses

Throughout our visit, we have gathered information to report on the positive conversations from residents, relative and staff, as well as some of those areas that are perhaps not working so well. From this we have made the following four recommendations:

Recommendations

1	<p>Activities - to explore ideas for new activities that are accessible and that match the interests of the residents</p>
	<p>Response from Abbeydale Nursing Home: 'We are constantly trying to work with the residents to provide activities they enjoy and want to participate in. It can be challenging because residents' needs and preferences can change from day to day. We are always open to new ideas and suggestions. We will support residents to go out with friends/family. Staff can also support residents to go out, but this has to be pre-arranged'.</p>
	<p>Update following revisit in August 2023: Activities are ongoing such as the weekly armchair exercises and fortnightly visit from a singer. Residents have been out on a few trips since Healthwatch Salford's visit. Staff took residents out in Eccles to look round the shops and went to a café, which was a suggestion a resident made during the Enter and View visit. One of the carers recently retired and offered to come in to do some voluntary work running activities for residents.</p>
2	<p>Visiting arrangements – to consider reviewing the current visiting arrangements, making them more flexible for residents/relatives</p>

	<p>Response from Abbeydale Nursing Home: 'We are following the guidance on visiting. We have asked visitors to continue to book visits where possible so that we can ensure they have a suitable private space for their visit. We try to accommodate all visits even at short notice, and don't turn visitors away if they come without an appointment'.</p> <p>Update following revisit in August 2023: The home no longer requires visitors to wear masks after consultation with everyone. Some visitors still make appointments but Abbeydale have communicated that they can just turn up. The home only requests that they try to avoid mealtimes, unless visitors would like to assist their relative to eat. If the home had to reintroduce restrictions due to COVID-19, they would contact all visitors.</p>
<p>3</p>	<p>Feedback – to provide information for residents/visitors to learn how to make a complaint if necessary, as well as encouraging suggestions</p> <p>Response from Abbeydale Nursing Home: 'We have a suggestions box in the porch where visitors sign in, and the complaints policy is also displayed there. We ask residents/relatives to complete annual surveys to help us make improvements. All suggestions/surveys can be completed anonymously if preferred'.</p> <p>Update following revisit in August 2023: Visitors have been emailing the home if there is an issue and there have been simple fixes that have been communicated this way with visitors.</p>
<p>4</p>	<p>Physical spaces – to consider making improvements to the rear lounge where visitors meet with residents, as well as the back garden that can be utilised for activities</p> <p>Response from Abbeydale Nursing Home:</p>

'The owners have been refurbishing areas of the Home. There are plans to refurbish the rear lounge, but there are more urgent areas needed first. The garden has been tidied up by the maintenance team and we have new garden furniture for the Spring'.

Update following revisit in August 2023:

The care home manager showed us the new garden furniture in the back garden and there are plant pots on display that the residents got involved in planting. A new bath has been installed in the home that was donated by a visitor. The kitchen has been refurbished since Healthwatch Salford's visit along with some bedrooms. The home reported that efforts are being made to keep the rear lounge tidy so that visitors can make better use of the space.



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